During October 20 to 26, UNHCR Armenia Hotline received 198 calls from 198 refugees from Nagorno Karabakh. 88% of the calls were received from refugees residing in Yerevan, Kotayk, Ararat and Armavir provinces. Except for two calls requesting information, all remaining calls were requesting for assistance. 84% of callers were female and 16% were men. 65% of callers reported having vulnerability in their household.

Among households who reported vulnerability, 46% reported having elderly at risk, 26% person with disability, 10% of households were multi-children households (with four or more children), 9% had a family member with serious medical condition, 8% were single-parent households with one or more children, and 1% had a pregnant or lactating women in the family.

Among most reported needs* (multiple-choice), accommodation was reported by 48%, bedding sets by 27%, food by 25%, household items by 18%, core relief items/hygiene kits by 10% and access to healthcare/medication by 8%.

### Gender of callers

- Male (16%)
- Female (84%)

### Vulnerability among callers

- No (35%)
- Yes (65%)

### Regional segregation of callers

- Yerevan
- Kotayk
- Ararat
- Armavir
- Shirak
- Tavush
- Lori
- Aragatsotn
- Gegharkunik
- Vayots Dzor
- Syunik

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>Bedding sets</th>
<th>Food</th>
<th>Household items</th>
<th>Core relief items / Hygiene kits</th>
<th>Access to healthcare/medication</th>
<th>Clothing</th>
<th>Financial support</th>
<th>Access to employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>48%</td>
<td></td>
<td>27%</td>
<td></td>
<td>25%</td>
<td></td>
<td></td>
<td></td>
<td>18%</td>
</tr>
</tbody>
</table>

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### Among those with vulnerabilities

- Elderly at risk: 46%
- Person with a disability: 26%
- Multi-children families /families with four and more children: 10%
- Serious medical condition: 9%
- Single parent/caregiver with one or more children: 8%
- Pregnant or lactating woman: 1%

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**Twitter:** https://twitter.com/UNHCRArmenia  
**Facebook:** https://www.facebook.com/UNHCRArmenia.

[Link](https://www.unhcr.org/armenia.html) to the previous Snapshots on the work of the UNHCR Hotline.